

Director 2, OLPD Technical Unit
Position # 00123641
Office of Learning & Development

The OLPD Technical Unit Director 2, reporting to the Director 4, DHS Office for Learning & Professional Development, is responsible for managing a specialized technical unit whose responsibility is to create learning solutions that will educate DHS employees to excel in all areas of their job performance and professional development. The Technical Unit Director 2 will ensure that all training programs align with the DHS mission, vision and core values.

The Technical Unit team, who are supervised by the Technical Director 2, collaborates with and develops, designs, and delivers training for all DHS divisions, programs, and staff. This specialized Technical Unit has the responsibility to design, develop, monitor and provide reporting data on technology-based options for mandated program, leadership and professional development training programs.

Essential Functions and Responsibilities

- Lead a team of seven (7) technical development staff to maintain
- Coordinate the learning and technology teams to troubleshoot and monitor e-learning platforms
- Collaborate with the OLPD Leadership Team to create a vision for the Technical Unit enhancement to become a future-directed learning design and digital technology center of excellence
- Employ a blended learning and multi-media approach (i.e. a combination of digital, virtual, and face-to-face delivery methods) to create unique learning experiences
- Consult with and advise key stakeholders and the Learning and Development staff in specialty areas while managing complex and high visibility training issues
- Develop and maintain strong customer relationships
- Enhance the user options on the existing learning management system Oracle Edison ELM and the portal infrastructure, based on SharePoint, as needed to galvanize the DHS/OLPD learning strategy
- Experience using Articulate, Captivate, Adobe Cloud, Camtasia, video equipment and other software used to develop online training
- Lead all team members to identify and present knowledge and application of the latest learning technology available that can be used to enhance content delivery
- Consult with key stakeholders at the Department and division level to identify critical learning and development needs
- Provide coaching, facilitation, team/staff development, systems analysis, process reengineering and organizational development in consultation to implement organizational improvement initiatives and assure alignment with the DHS mission, vision core values and strategic plan.
- Research best practices and implement new technologies to deliver content
- Select or develop curriculum content, learner guides, facilitator guides, demonstration models, program/content specific learning activities, multimedia visual aids and reference documents
- Execute a remote/distance learning strategy using on-line and distance delivery solutions to ensure statewide training delivery
- Establish standards and metrics to track delivery effectiveness and satisfaction
- Perform other duties as assigned
- Travel is required

Knowledge, Skills and Abilities

- Senior level expertise of learning theories and practices, including instructional design methods, training techniques, adult learning, and blended learning strategies.
- Proven effective experience in developing and delivering learning programs, technology-based content, and materials
- Strong interpersonal/customer service skills with the ability to develop and maintain effective working relationships across all levels of the organization
- Excellent communication skills; verbal and written
- Ability to mentor direct/indirect reports on how to design effective learning solutions that maximize employee development
- Exceptional organizational skills and the ability to manage multiple projects through timely completion in a fast-paced and challenging environment
- Strong analytical and assessment skills
- Well versed in Adult Learning and eLearning systems, specifically, expertise in managing a comprehensive learning management systems (Edison)
- Ability to analyze cost/benefit of various learning approaches to determine the best solution to close the performance gap while managing timelines, budget and resources
- Ability to identify eLearning project risks and navigate challenges

Qualifications and Experience

Minimum Bachelor's Degree in Education, Learning and Development, Instructional Design, or another related discipline

- Minimum 5 years of Learning and Development experience
- Minimum 2 years of proven supervisory experience
- Experience leveraging various learning tools and media to provide optimal adult learning
- Direct involvement with managing an LMS and continuously identifying best practices

Please submit resume to: Nora Cherry at nora.l.cherry@tn.gov

Resumes will be accepted February 1 thru close of business February 14, 2017